



Annual report
2016-2017

Relationships Australia[®]

NEW SOUTH WALES

Reshaping lives, one relationship at a time.



From our CEO and Chairman

It has been another busy and productive year, with services provided to 20,115 clients, 69% reporting their situation had improved, and 87% satisfied with the services they received. This is a significant achievement, and a credit to our dedicated and passionate staff, who continue to strive for good outcomes for our customers. We have focused our development efforts this year on three main areas:



1. Growing our suite of services for people in greatest need

- Support Services for Male Victims of Domestic and Family Violence funded by NSW Justice and in partnership with ACON.
- Group-based services to perpetrators and victims of violence in LGBTIQ communities funded through a research grant from ANROWS and also in partnership with ACON.
- Family Advocacy Support funded by Legal Aid to work with men progressing matters in the Family Court involving Domestic and Family Violence.
- Caber-ra Nanaga ENGAGE, an Aboriginal Mental Health project in Northern Sydney, in partnership with The Gaimaragal Group and funded by the Sydney North PHN.

2. Improving our practice

Internally we have focused on improving our governance of programs, mapping customer journeys, establishing robust systems to track demand, responsiveness and productivity, and applying research insights to improving practice. We have also invested more in data analytics as a key tool in making better business decisions, and in hardware and software solutions that enable improved business functioning.

3. Strengthening our connections with partners and communities

We have commenced a partnership with Settlement Services International involving mutual capacity building and joint family services for refugees in early stages of settlement. We continue to explore ways that together we can enhance the settlement experience for those seeking asylum in Australia.

We have become Pride in Diversity partners with ACON, ensuring that we continue to build organisational capacity to respond in the best possible way to our LGBTIQ customers.

Connection with our local communities is a core component of our work. Highlights include hosting a national Neighbour Day event in Blacktown; screening the film "Call Me Dad" in partnership with White Ribbon, attended by 100 service providers;



Chris Bertinshaw
Chairman, Relationships Australia NSW

participating in Mardi Gras and a stall at Fair Day; and holding a powerful event at our Macquarie Park site in Reconciliation Week led by our Aboriginal workforce with our community partners. We also provide an increasing number of services in schools through our Community Builders Programs and through our Family Referral Service.

We launched “Born”, a provocative media campaign designed to use images to challenge stereotypes and bias about interpersonal difference and to focus on the common basis on which we might connect: our very humanness. This campaign attracted a lot of interest and stimulated debate: some of it uncomfortable, but all of it contributing to an important dialogue in our society.

Our staff are our greatest asset. This year we have developed a comprehensive array of internal short courses and seminars to effectively equip them for their work with us. We have designed a new orientation and onboarding system, which has at its heart the need to be values driven and culturally sensitive. We have welcomed new Aboriginal staff and look forward to growing our Aboriginal workforce in the year ahead. We have also invested in cultural immersion training for staff in relation to LGBTIQ, culturally and linguistically diverse, and Aboriginal work. Growing our sensitivity and alertness in service of ethical and respectful practice, is ongoing work for us all.

In writing this, my first annual report as the incoming CEO, I would like to acknowledge the leadership of the outgoing CEO Frank Francis, who left us on September 27th after 6 years at the helm. I also commend my colleagues on the leadership team, and all the staff at Relationships Australia NSW for their strong and dedicated service to the families of NSW.

Elisabeth Shaw, CEO Relationships Australia NSW.



Elisabeth Shaw
CEO, Relationships Australia NSW



A brighter future

How things were

When Sabeen and her son Malik sought refuge in Australia, they had very limited English and few resources. Since losing his father in a refugee camp, Malik had developed speech difficulties. As a result, he was very shy and didn't want to go to school. Unfortunately, the family's finances were extremely tight and Sabeen could not afford speech assessment for her son. As a family, they were struggling to find their feet in their new homeland, and came to Relationships Australia for help.

Meeting RA

A strong therapist/client relationship is the cornerstone of great outcomes. It took some time for the family to trust their Relationships Australia therapist but their defenses were eventually overcome and a bond of confidence formed. This bond opened the door to a brighter future for the family.

A new reality

Relationships Australia was able to apply for brokerage to cover the cost of speech therapy for Malik. RA also contacted Malik's school to ensure he had the ongoing support and understanding he needed. Malik is now growing in confidence and enjoys his visits with his counsellor. Best of all, his speech is improving and he isn't avoiding school anymore.

Throwing a lifeline

How things were

James and his partner Danielle lived together with a young child. Danielle had a history of alcohol and substance abuse and an existing Apprehended Violence Order, which James put in place. One night, Danielle became abusive towards James and the police were called. Upon their arrival, Danielle resisted arrest and assaulted one of the officers.

Meeting RA

Upon reading the case file notes made by the Men's Referral Service and the Domestic Violence Safety Action Tool, Relationships Australia called James to discuss his relationship with Danielle. He indicated he would like the relationship to work. It was agreed that the first steps would be referrals for Legal Aid and drug-and-alcohol rehab for Danielle. Relationships Australia also introduced the idea of talking to a Domestic Violence Liaison Office, together with some options for Family Therapy.

A new reality

Relationships Australia formulated an agreed services plan and followed up with calls to gauge the couple's progress. James is still working through his family issues with Danielle and his daughter and is extremely thankful for the support he has received. James said he did not even realise these services existed but was very grateful for the assistance.



Strength through understanding

How things were

When Matt, a service user at the Royal Commission Community Based Support Service, attended a Group session at Wattle Place, he clearly wasn't his normal, bubbly self. Concerned, Matt's Manager took him aside and asked what was wrong. It soon became apparent that Matt was extremely nervous about being called to provide evidence at the Royal Commission hearing, to the extent that he had not been eating or sleeping.

Meeting RA

Matt's Rehabilitation Counsellor was encouraged to contact him and offer support at this challenging time. Helping Matt to feel heard and understood was an important ingredient in his preparation for the hearing.

A new reality

Matt said he couldn't have gone through the stress of attending the Royal Commission without the support he received from his Wattle Place Rehabilitation Counsellor, other Wattle Place staff, and Link-Up. He spoke very highly of his counsellor and expressed his gratitude, especially as his appetite had returned!



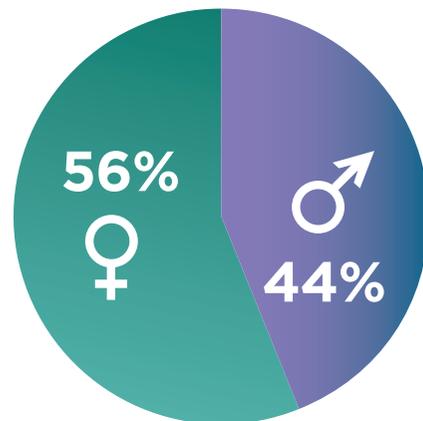
Reshaping lives in NSW

In 2016-2017 we helped reshape our clients' lives through counselling, mediation and group programs. Here's a snapshot of our clients and our performance.



17%
Migrants

9%
Children



* 15 clients identified as intersex or non-binary



6% Australia's First People
Aboriginal & Torres Strait Islanders
\$78,000
pro bono services provided

9 out of 10 people

felt listened to and understood



4 out of 5 people

were satisfied with the services provided



4 out of 5 people

were able to deal with their issues better



Top 5 Presenting Issues



Parenting

Complex Family Issues

Domestic & Family Violence

Conflict

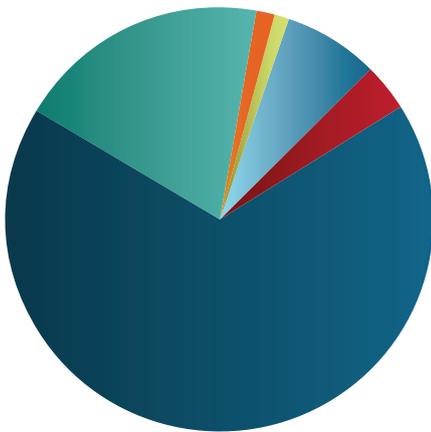
Relational

Financial results

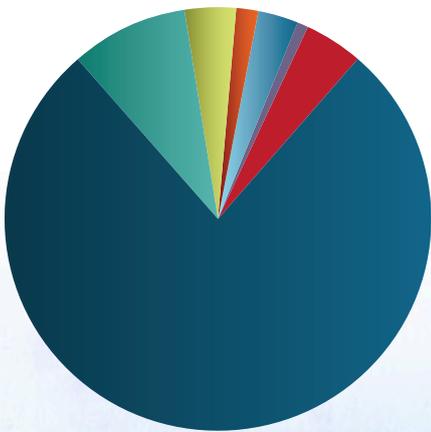
In this financial year Relationships Australia NSW achieved a net surplus of \$165,382. We received funding of \$26.7m from various government sources including the Australian Department of Social Services; the Attorney-General's Department; NSW Department of Family and Community Services; NSW Ministry of Health; and NSW Department of Juvenile Justice.

Additional Financial Report details are available from relationshipsnsw.org.au/annualreport.

Revenue



Expenditure



Governance

Relationships Australia NSW is a company limited by guarantee, incorporated in Australia and governed by a Board of Directors. We are grateful to our Board of Directors for their guidance and support this year.

Directors who served during the year include:

- Chair: Chris Bertinshaw
- Vice Chair: Steve Rust
- Andrea Christie-David
- Peter Ricketts
- Margaret Scott
- Merilyn Sleigh

For judgement free support contact us today
relationshipsnsw.org.au

1300 364 277

